



PATIENT NEWSLETTER



Part of our continued commitment to improving the way we communicate with our patients, we have developed our Winter Newsletter.

This seasonal bulletin will provide a way for us to keep you updated on any upcoming coming events or activities and provide you with a way to engage with us and provide feedback.

We continue to work alongside our Patient Participation Group to identify key areas for improvement. We also work closely with other local Practices within the area.

We are prioritising the reduction of our call waiting times which have shown in our monthly reports. As well as increasing the number of staff in a supporting role and continuing to develop many other areas that impact call waiting times. This still remains a high priority for the team and we continue to work alongside our Patient Participation Group on reducing it further.

"Saxonbrook Medical is a team of skilled people aiming to provide quality healthcare to our local communities in a welcoming

OUR OCTOBER PRACTICE NUMBERS

OUR PRACTICE Saxonbrook Medical in numbers



www.saxonbrook.net



NHS DENTISTRY

We understand that patients have advised us that they are finding it difficult to register with an NHS dentist at the moment and that this can be frustrating. You can find everything you need to know over on the web address below, this includes, how to find an NHS dentist taking on new patients, how to get emergency treatment and how to make a complaint:

<https://www.sussex.ics.nhs.uk/your-care/local-nhs-services/nhs-dentistry-in-sussex/>

GP SURVEY RESULTS

Please see below, GP Survey results for Saxonbrook:

81% find our Receptionists to be helpful

75% were offered a choice of appointment when they last tried to make a general practice appointment

81% were satisfied with the appointment they were offered

96% took the appointment they were offered

89% were given a time for their last general practice appointment

91% say the healthcare professional they saw or spoke to was good at giving them enough time during their last general practice appointment

89% say the healthcare professional they saw or spoke to was good at listening to them during their last general practice appointment

86% say the healthcare professional they saw or spoke to was good at treating them with care and concern during their last general practice appointment

87% felt the healthcare professional recognised or understood any mental health needs during their last general practice appointment

94% were involved as much as they wanted to be in decisions about their care and treatment during their last general practice appointment

97% had confidence and trust in the healthcare professional they saw or spoke to during their last general practice appointment

95% felt their needs were met during their last general practice appointment

81% describe their overall experience of this GP practice as good



PROUD TO BE A SAFE SURGERY

A Safe Surgery can be any GP practice which commits to taking steps to ensure that their services are available to everyone in their community.

We are proud to be a safe surgery for everyone in our community, and pledge to ensure that everyone in our community receives the quality healthcare they are entitled to.

In partnership with Doctors of the World UK, we will ensure that our practice offers a welcoming space for everyone who seeks to use our services. We will ensure that **a lack of identification, proof of address, or immigration status do not prevent patient registration.**

As a member of the Safe Surgeries community, we will endeavour to support other Safe Surgeries and the development of the network.

Why become a Safe Surgery?

- Be part of a supportive national network of over 1,300 other practices
- Support staff learning and skills building
- Improve efficiency of the registration process
- Meet the needs of your community
- Improve patient experience
- Demonstrate 'Responsive' and 'Caring' practice in CQC inspections
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WHAT CAN WE DO TO HELP?

GP practices can take concrete steps, both at reception and in consultations, to improve equity of access to their services.

<input checked="" type="checkbox"/>	1	Don't insist on proof of address documents
<input checked="" type="checkbox"/>	2	Don't insist on proof of identification
<input checked="" type="checkbox"/>	3	Never ask to see a visa or proof of immigration status
<input checked="" type="checkbox"/>	4	Make sure patients know that their personal information is safe
<input checked="" type="checkbox"/>	5	Use an interpreter, if needed
<input checked="" type="checkbox"/>	6	Display posters to reassure patients that your surgery is a safe space
<input checked="" type="checkbox"/>	7	Empower frontline staff with training and an inclusive registration policy

WE ARE AN ARMED FORCES VETERAN FRIENDLY ACCREDITED GP PRACTICE



Armed Forces veteran friendly accredited GP practice



We are an Armed Forces veteran friendly accredited GP practice.



This means that, as part of the health commitments of the Armed Forces Covenant, we have a dedicated clinician who has a specialist knowledge of military related health conditions and veteran specific health services. This is important in helping ex-forces to get the best care and treatment.

If you are ex-forces, please let your GP know to help ensure you are getting the best possible care.

To find out more, ask your nurse or GP.

"Practices can qualify for veteran friendly status by offering extra support for ex-military personnel who may face additional challenges when they return to civilian life".

We are excited to announce that we are now a Veteran Friendly GP practice. As part of our ongoing commitment to providing exceptional care to all members of society, we have taken significant steps to cater to the unique needs of our veterans.

We deeply appreciate the sacrifices made by our brave veterans, and we are dedicated to providing them with the highest standard of care and support.

What does "Veteran-Friendly" mean for you?

1. **Understanding and Empathy:** Our staff are undergoing training to better comprehend the challenges and experiences faced by veterans. We approach your care with the utmost empathy and respect.
2. **Comprehensive Healthcare Services:** Whether you require routine check-ups, specialised treatments, or mental health support, our services are designed to address the diverse healthcare needs of veterans.

3. Collaboration with the NHS and Military Support Organisations: If you are eligible for benefits and resources through the NHS or military support organisations, we will work closely with them to ensure you receive comprehensive and well-coordinated care.
4. Inclusive Environment: We strives to create a welcoming and inclusive environment where veterans feel comfortable discussing their health concerns and seeking support.
5. Personalised Care: We take into account your military background and experiences when developing personalised treatment plans, ensuring your unique needs are met.
6. Support for Transitioning Veterans: If you are transitioning from military to civilian life, we are here to provide guidance and assistance during this important phase.

We are immensely proud to extend our services to those who have served our country selflessly. Our commitment to being Veteran-Friendly reflects our deep gratitude and appreciation for your dedication.

If you are a veteran or know someone who could benefit from our Veteran-Friendly services, please do not hesitate to contact us.

Help and support

Please find a list of support service websites below:

- NHS website (OpCourage) – <https://www.nhs.uk/nhs-services/armed-forces-community/mental-health/veterans-reservists/> or Call 020 3317 6818 or email veteransservice@candi.nhs.uk
- Veteran Gateway website – <https://support.veteransgateway.org.uk/> or Call 0808 802 1212
- Together Project (formally big white wall) – <http://www.Ssafa.org.uk>



Need to talk?

We are here to support you.
Contact Forcesline - it's free & confidential.

0800 260 6767

We are open 09:00 - 17:00, Monday to Friday.

Or talk to our Forcesline advisors online with our new live chat service.

 Live Chat

A FEW WORDS FROM OUR PATIENT PARTICIPATION GROUP (PPG) CHAIR: ASHWIN SONI

Dear All,

It is the pleasure of the Patient Participation Group (PPG) for Saxonbrook Medical (SM) to provide a short report here. We have an active PPG group comprising of seven patients. We meet every two months with the surgery staff and a doctor.

"Saxonbrook Medical is a team of skilled people aiming to provide quality healthcare to our local communities in a welcoming environment."

The role of the PPG is to facilitate good relations between the SM practice and patients by communicating patient experience, interests and concerns and providing feedback to the practice on current procedures and proposed new developments. We work collaboratively and positively with the practice to improve services and facilities for patients and to act as a sounding board for practice staff on issues affecting patients. We act as a representative group to support the practice and influence local provision of health and social care.

We have presented our views and concerns from the patient side and the practice has taken positive steps to make improvements.

We recognise the constraints the NHS is under particularly around staff recruitment and funding. This affects us all. However we collaborate with the practice to represent the patient concerns and where possible find solutions to issues.

We are here to be your voice.

If you have any concerns about SM practice, then do contact us.

Ashwin Soni,
PPG Chair
Email: ashel@hotmail.co.uk
Tel: 07833252551

THE SIX KEY PPG PRINCIPLES OF PATIENT PARTNERSHIP

We're excited to share the principles of patient partnership, which have been developed in partnership with patients, national and local organisations, and health and care thought leaders.

These six key principles of patient partnership were developed following extensive engagements nationwide:

1. Treating patients as equals: Patients are treated as equals, with their views recognised as equally valid and having an equal say in decisions.
2. Patients who are fully informed: Services and systems make sure patients are fully informed, in a way that patients can access and understand, and patients use as much information as they wish to.
3. Shared decision making and patient partnership: Shared decision making, and patient partnership approaches are used as a matter of routine.
4. Recognising inequalities: Inequalities are recognised, and appropriate approaches adopted for different patient groups and communities, identifying and meeting their specific needs.
5. Seeking patient input: Patient input is actively sought, genuinely valued, and meaningfully acted on.
6. Joining services around patients: Services join up around patients, working with them to identify their needs, and responding to them in a way that make things as easy as possible for the patient.

INTRODUCTION OF NEW PLANTERS AROUND THE SURGERY IN MAIDENBOWER

A big thank you to Danny, in establishing the new planters at Maidenbower. They are beautiful.



BUILDING WORKS COMPLETED AT MAIDENBOWER SURGERY

We have redesigned the "Hope Centre" to provide further clinical space for the benefit of our patients.

There are now three large clinical rooms built to the highest standards and a small waiting area for patients.

There is an additional covered walkway that has been erected from the main building to the Hope Centre.

The Hope Centre will still be used to complete our Flu and COVID 19 vaccination campaigns.



MSK FIRST CONTRACT PRACTITIONERS

What can they do?

- Assess you
- Give advice and exercises
- Investigate your condition
- Refer you onto other services (if necessary)

Why see them inside of a GP?

They work closely with your GP and hospital services to give you quick access to high quality assessments and advice as early as possible in your journey and to make sure that if you need to be referred on, you see the right person, first time.



Who can they see?

People suffering from Musculoskeletal conditions (affecting your spine, neck, bones, joints or muscles / soft tissue).

Need to see someone about bone, joint, or muscle problems?

- Neck & Spine**
Neck Pain, Mid Back Pain, Lower Back Pain, Sciatica
- Shoulder**
Shoulder Pain, Shoulder Dislocation
- Elbow**
Tennis/Golfer's Elbow, Elbow Pain
- Hand & Wrist**
Wrist Pain, Finger Pain, Carpal Tunnel Syndrome
- Hip**
Hip Pain, Groin Pain, Pain on Walking
- Knee**
Knee Pain, Swelling, Pain on Walking
- Foot & Ankle**
Foot Pain, Ankle Pain, Ligament Sprains, Achilles Tendon Pain

You can now see a Specialist Physiotherapist at your GP surgery without seeing your GP first. They will be able to assess you, investigate your condition, give advice and exercises, and refer you on to other services if needed. *Please ask at reception for more information.*

NHS  **CHARTERED SOCIETY OF PHYSIOTHERAPY** **Sussex MSK Partnership** 

This service is NOT available for:

- Anyone 16 years of age or under
- Those requiring repeat prescriptions
- Patients with respiratory or neurological conditions
- Continence Services

FIRST CONTACT PRACTITIONER STAFF BIOGRAPHY

Owen Rist – First Contact Practitioner

Saxonbrook Medical Maidenbower Surgery, Crawley (Monday's)

I work at the practice as a First Contact Practitioner with a background in MSK and physiotherapy/Osteopathy. I can see patients who are suffering with any bone, joint or muscular conditions instead of their GP. My role will be to help, diagnose and formulate ongoing management together with you. This may involve advice on self-management, referral for physiotherapy, further investigation or a variety of other services where applicable.

Viola Fernandes – First Contact Practitioner Physiotherapist

Saxonbrook Medical Northgate Surgery, Crawley (Friday - Mornings)

I work as a First Contact Practitioner at multiple GP Surgery's. My role is to be the first point of contact for patients presenting with a bone, joint or muscular condition. I will be able to assess, diagnose and provide information on appropriate individualised rehabilitation and management. This involves shared decision making along with the patient to provide appropriate care in self-management, a referral to physiotherapy or to a variety of other services where applicable.



CARE COORDINATORS & SOCIAL PRESCRIBING SERVICES



Social prescribing links patients with non-medical support to improve their physical and mental wellbeing. It can help people with nutrition, housing, employment issue, and much, much more.

Who can they help?

Social prescribing works for a wide range of people, including those:

- who are 18+
- with one or more long-term conditions
- who need support with anxiety or depression
- who are lonely or isolated
- who have complex social needs which affect their wellbeing.

How Crawley Social Prescribing can help you connect?

Finding the right group or service to meet your health and wellbeing needs could make a positive difference to your life. Crawley Social Prescribing offers support for your non-medical needs, connecting you with the people or advice that matters to you. The service is free and confidential; below are just some of the areas in which we can offer support:

- Housing
- Finance
- Work
- Training
- Bereavement
- Anxiety or depression
- Feel lonely or isolated
- Lifestyle – e.g. give up smoking or losing weight
- Caring responsibilities

How to link up to a social prescriber?

Linking up with a Social Prescriber is becoming even easier for patients with Crawley Social Prescribing.

You can:

- Contact the surgery and ask any member of the practice to refer you to Social Prescribing
- Call Crawley Social Prescribing on **01293 657 000**
- For more information, visit:

<https://www.crawleycommunityaction.org/crawley-social-prescribing/>

CARE COORDINATORS

What is a Care Coordinator?

Care co-ordinators help to co-ordinate and navigate care across the health and care system, helping people make the right connections, with the right teams at the right time. They can support people to become more active in their own health and care and are skilled in assessing people's changing needs. Care co-ordinators are effective in bringing together multidisciplinary teams to support people's complex health and care needs.

They can be an effective intervention in supporting people to stay well particularly those with long term conditions, multiple long-term conditions, and people living with or at risk of frailty.

At Saxonbrook we wish to expand upon our support for our patients and have employees that have multi roles, which help to assist our patients that may have more social / emotional supportive needs, they are:

Neetu Sharma – Lead Care Coordinator

My name is Neetu and I am the Practice team leader and Care coordinator for Saxonbrook Medical. I have 25 years of customer service in the private sector. I have been with the NHS for the last 3 years. My care coordinator role is to effectively liaise with patients, families, and other healthcare professionals for the betterment of the patient. There are various aspects of my job within Saxonbrook as a Practice team leader as I also look after the Refugee and Asylum Seeker patients who are residents at two of the local hotels as well as being bi-lingual.

Agnes – Patient Services Advisor / Care Coordinator

My name is Agnes and I am a Patient Services Advisor and Care Coordinator at Saxonbrook Medical.

I have over 20 years of experience in a customer focused environment and nearly 3 years at Saxonbrook. My Care Coordinator role is a great addition to the Patient Services Advisor role as it allows me to provide personalised care by utilising resources available in the greater community as well as within the surgery. My duties and responsibilities vary widely with the aim of delivering high quality care for our patients.

LISTENING AND GUIDANCE SERVICE

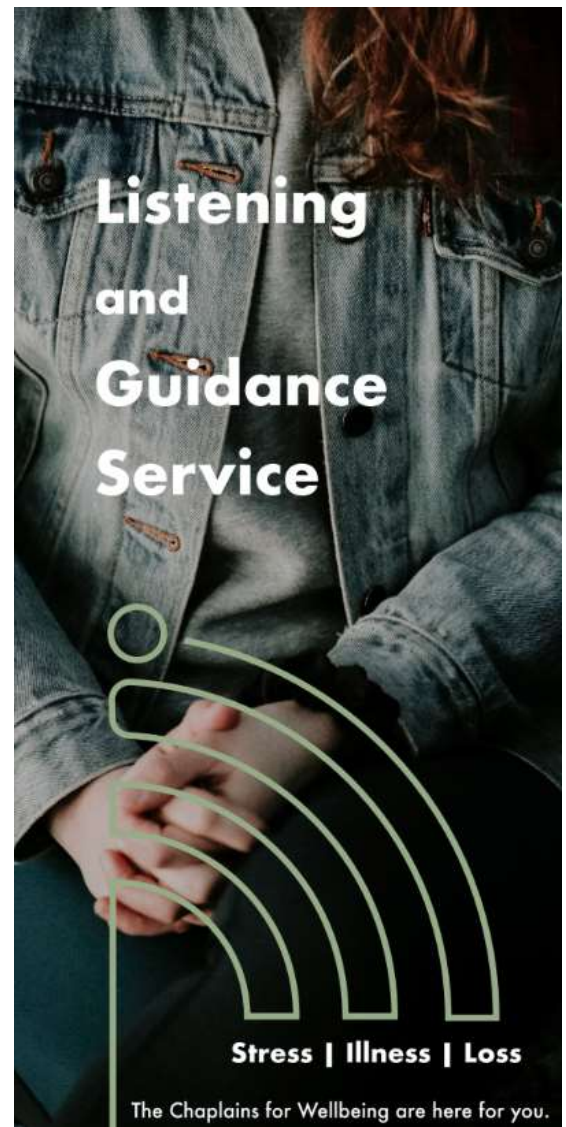
Who can be seen?

Listening and Guidance service is for those of all faiths and beliefs. Each of us is more than a physical being. The health of our inner self affects our wellbeing in every respect:

- Physical
- Emotional
- In relationships
- Work
- Decision making

It may be that

- You are coping with the loss of a loved one
- You are trying to cope with illness and need strength to face the day to day
- You are finding relationships difficult
- You find that the pressures of life leave you empty and drained asking "is there more to life?"
- You have difficult decisions to make
- You would like space to find inner strength, hope and meaning



What does the Chaplain for Wellbeing provide?

The Chaplain offers confidential pastoral and spiritual care for you the patient (and also for Carers, if required).

This may include:

- Listening to your story
- Discussing your concerns and offering reflection and support
- Putting you in touch with other helpful agencies
- Providing useful resource material
- Helping you develop your own spiritual journey which may include the offer of prayer

What will happen?

The Chaplain for Wellbeing is available to see you by appointment.

The Chaplain will aim to listen to you without judgement and will respect your beliefs and experiences.

To Make an Appointment with our Listening and Guidance service:

Please speak to your GP.

Appointment

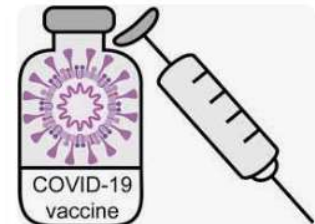
After the Chaplain has received your request for an appointment, you will be contacted by phone or email to arrange a time for your first meeting.

First Appointment

- Enables the Chaplain to understand your situation.
- Allows you to discuss and agree the way forward.
- Please allow for one hour



FLU & COVID-19 VACCINATIONS UPDATE



As of November 2023 we have administered:

- 6,310 Covid-19 vaccinations
- 3,822 Flu vaccinations

We are encouraging all of our patient to come forward if eligible for a booster and for those who haven't yet taken the opportunity to have their vaccinations.

To find out more about the vaccination programme at Saxonbrook or to book a vaccination appointment, you can visit the national booking website, address below:

<https://digital.nhs.uk/coronavirus/vaccinations/booking-systems/national-booking-service>

There is also a telephone service, which you call 119 from your phone. This is for people who cannot or do not wish to use the online booking service. NHS England runs this service. The phone line operators will book a COVID-19 and/or flu vaccination service on behalf of their callers.

PROTECTING YOUR CHILD AGAINST FLU

5 reasons to get your child vaccinated



1. Protect your child

The vaccine will help protect your child against flu and serious complications such as bronchitis and pneumonia

2. Protect you, your family and friends

Vaccinating your child will help protect more vulnerable friends and family

3. No injection needed

The nasal spray is painless and easy to have

4. It's better than having flu

The nasal spray helps protect against flu, has been given to millions of children worldwide and has an excellent safety record

5. Avoid costs

If your child gets flu, you may have to take time off work or arrange alternative childcare

Why should my child have the flu vaccine?

Flu can be a very unpleasant illness in children causing fever, extreme tiredness, aching muscles and joints, stuffy nose, dry cough, and sore throat. Children usually begin to feel better within about a week. Complications of flu include acute bronchitis, painful ear infections, and pneumonia. Some children may need to go to hospital for treatment, including intensive care.

How will the vaccine be given?

For most children, it is given as a nasal spray. If the nasal spray is not suitable for a child, an injection can be given instead, usually into the muscle in the upper arm.

How does the nasal spray work?

The nasal spray contains viruses that have been weakened to prevent them from causing flu but will help your child to build up immunity. This means your child will be better able to fight off flu. The vaccine is absorbed really quickly in the nose so, even if your child sneezes immediately after having had the spray, there's no need to worry that it hasn't worked.

Are there any side-effects of the vaccine?

Children may develop a runny or blocked nose, headache, general tiredness and some loss of appetite. However, these are much milder than developing flu or complications associated with flu. Serious side-effects are uncommon.

Can the vaccine cause flu?

No, the vaccine cannot cause flu because the viruses in it have been weakened to prevent this from happening.

Are there any children who shouldn't have the nasal vaccine?

As children with pre-existing medical conditions may be more vulnerable to complications of flu it is especially important that they are vaccinated. Children may not be able to have the nasal vaccine if they:

- are currently wheezy or have been wheezy in the past 72 hours, they should be offered an injected flu vaccine to avoid a delay in protection
- have needed intensive care due to – asthma or – egg allergic anaphylaxis (Children in these 2 groups are recommended to seek the advice of their specialist and may need to have the nasal vaccine in hospital)
- have a condition, or are on treatment, that severely weakens their immune system or have someone in their household who needs isolation because they are severely immunosuppressed
- are allergic to any other components of the vaccine* If your child can't have the nasal flu vaccine they should have the flu vaccine by injection. If you are unsure whether your child should get the injected vaccine or the nasal vaccine please check with the school aged immunisation team or the nurse or GP at your surgery.

Can the flu vaccine be given to my child at the same time as other vaccines?

Yes. The flu vaccine can be given at the same time as all the other routine childhood vaccines. The vaccination may be delayed if your child has a fever. Also, if a child has a heavily blocked or runny nose, it might stop the vaccine getting into their system. In this case, their flu vaccination can be postponed until their nasal symptoms have cleared up. Sometimes an injected vaccine may be offered instead.

Does the nasal vaccine contain gelatin derived from pigs (porcine gelatin)?

Yes. The nasal vaccine contains traces of a highly processed form of gelatin (porcine gelatin), which is used in a range of many essential medicines. The gelatin helps to keep the weakened vaccine viruses stable so the vaccine is able to work properly. The nasal vaccine is easy to give and painless. Each child who has the nasal spray vaccine gets the best protection against flu. It is also considered to be the best at reducing the spread of flu. That way children protect one another and others who might be vulnerable to flu. For those who may not accept the use of porcine gelatin in medical products, an injected flu vaccine is available as an alternative. You should discuss your options with your nurse, doctor, or school aged immunisation team. Where can I get more information? Visit www.nhs.uk/child-fu for more information. Talk to your GP, practice nurse, your child's school nurse or your health visitor if you have any further questions

CARERS RIGHTS DAY



What is Carers Rights Day?

On the 23rd of November, it will be Carers Rights Day. This national campaign sets about raising awareness of your rights and entitlements as a family and friend carer. To mark this celebration, the Carers Support Service has put together some online events, free to registered carers. Registration is offered on a first come first served basis. So if you are a working carer, do book on if you would like to attend. Some are drop in events too, which do not require booking.

Whether you are a new carer or have been caring for someone for a while, we believe that it's important that you understand your rights and are able to access the support that is available to you as soon as you need it.

This year, they will be focusing on the ways in which Caring Costs unpaid carers. From carers' wellbeing and ability to access health services, to costs to their finances and employment options, to the current cost of living crisis which is being felt even more acutely by carers throughout the UK, Caring Costs in so many ways. Each year, Carers Rights Day helps to ensure that:

- carers are aware of their rights
- carers know where to get help and support
- Raise awareness of the needs of carers

Carer events

Whether the carer is looking for a friendly chat, a helpful workshop, or a relaxing outing, our diverse range of events has something special for every carer.

The events are crafted to offer both practical insights and well-deserved moments of respite.

<https://www.carerssupport.org.uk/carers-groups-and-events>

0300 028 8888 info@carerssupport.org.uk www.carerssupport.org.uk

Company No. 06418743 | Charity No.1123359

APPOINTMENTS

How to request an appointment

We are happy to be able to offer our patients not only “on the day” appointments, but also “future bookings” to help assist patients that may wish to book an advance appointment (within two weeks in advance).

You can request an appointment with a doctor or clinician by using one of the following links on our website. By using one of these online forms, this will avoid the need for you to call the surgery and being kept on hold whilst we process many other calls. If you do not have access to the internet or have difficulties using computers or smartphones please call the surgery and a member of the PSA team will complete the form on your behalf. You can also ask one of our receptionists to fill out an online form at either of our sites, by asking one of the receptionists to assist you with this.

Online web address, to request an online appointment:

<https://www.saxonbrook.net/digitalpractice/consulting-room/>

On the day appointments

Our “on the day appointment” form, is to request an on the day appointment. Your request will be assessed and assigned to the best person to help you with your concern. You will be notified via telephone and/or SMS message of the appointment booking confirmation. You will be able to submit requests from 8:30am Monday to Friday, until we have reached safe clinical capacity.

[Same Day Appointment](#)

Future appointments

Our “future bookings” form, is to request a future booking (an appointment within the next two weeks).

We are able to offer a certain number of future bookings, up to two weeks in advance and dependent on our safe clinical capacity. Your request will be assessed and assigned to the best person to help you with your concern. You will be notified via telephone and/or SMS message of the appointment booking confirmation.

[Request A Future Appointment](#)